



# NORFOLK

---

---

## Memorandum

TO: City Council

FROM: Lori A. Crouch, Public Relations Manager

A handwritten signature in black ink, appearing to be "LAC", written over the name Lori A. Crouch.

COPIES TO: City Clerk, City Attorney

SUBJECT: Council Interests

DATE: May 16, 2014

---

I hope you had a nice week. You will find in today's memo information on Council Interest items and some highlights of the week.

**Highland Park/Community Development Process:** Planning staff met with the developer on-site to discuss the appropriate zoning ordinance requirements for a single-family residence. Upon inspection, Staff found room doors did have cut outs for individual deadbolt locks. Staff informed the developer the doors must be repaired/replaced. The project will be re-inspected for compliance before a Certificate of Occupancy is issued.

In June, Planning staff will provide a presentation to Council about their community development efforts.

**Air Quality:** Norfolk Southern Corporation implemented a Performance Monitoring Plan in response to Senate Joint Resolution No. 257 (1997). The plan requires annual reporting by Norfolk Southern.

With regard to air sampling, the above plan requires monitoring of particulate matter (PM10) near Lamberts Point. The Lamberts Point Community Monitoring Program monitors airborne particulates in the area surrounding the Lamberts Point coal pier in Norfolk. The monitor is operated at HRSD's Virginia Initiative Project waste water treatment facility adjacent to the pier. In 2014 Norfolk Southern reported that the Department of Environmental Quality's ambient air quality standards were not exceeded at any time in 2013.

Norfolk Southern notes in the 2014 annual report that monitoring, "continues to demonstrate compliance with DEQ ambient air quality standards" and that the plan remains "fully implemented".

The Department of Environmental Quality (DEQ) inspects Southside shipyards on a yearly basis. The DEQ keeps an area monitoring system for air pollutants at the National Oceanic and Atmospheric

Administration (NOAA) building in downtown Norfolk. The Norfolk Fire Marshall's Office also inspects the shipyards on an annual basis. Recent inspections have not uncovered any issues.

**Lake Gaston Pumping:** Utilities staff will begin to pump small amounts of water from Lake Gaston next week. Out of an abundance of caution, Utilities stopped pumping from Lake Gaston on February 4<sup>th</sup> following a coal ash spill into the Dan River. Extensive water quality testing has been performed since the spill and indicates none of the contaminants have reached Lake Gaston in any amount distinguishable from background levels. Once pumping begins, Utilities will monitor water quality levels.

**Development Services Center:** We recently received some customer feedback regarding the Development Services Center that I wanted to share with you. I think it demonstrates we're on the right track!

*I just wanted to let you know how pleased everyone at WPA has been with our visits to the new Development Services Center. I have been a regular patron of the 400 Granby Street permit office since 2005 and have had good experiences over the years. However, none of these visits have compared to the overall quality of service we received when visiting the new suite. Monday was our fourth visit to the new one-stop-shop and it was once again a great experience. Upon entering the door, we were able to make eye contact with five different reviewers, and were personally greeted by Vernell Woods as well as the receptionist working at the check-in counter. Mr. Yoder was walking around working with staff, Matt Simons was working through planning issues and was communicating directly with Susan McBride on zoning and ARB issues, and Phil Winslow, LaToya Burden, and Fernanda Brooks were instantly there to take a look at our plans. Everything was just so much easier than it had been in the past, and City staff seemed happy to be there and were working quickly to solve problems.*

*I think sometimes people underestimate how the layout of a space can have an effect on both the staff and the customers. This open-office space (which almost seems too small already) is filled with natural light and allows anyone who comes in to see how hard City staff are working to provide good customer service. It really seemed to have a positive impact on the temperaments of all of the homeowners, contractors, and architects we observed.*

*Our visit was followed up by review comments emailed directly to us in less than 24 hours (this has been a near constant for me in working with Phil Winslow in the past 3 years), along with an Outlook contact, a thank you, and an invitation to reach out to our reviewer with any questions. There is not a city in Hampton Roads that provides this kind of service (we have recently submitted to Virginia Beach (and had a series of sub-par experiences), Chesapeake, Suffolk, and Portsmouth).*

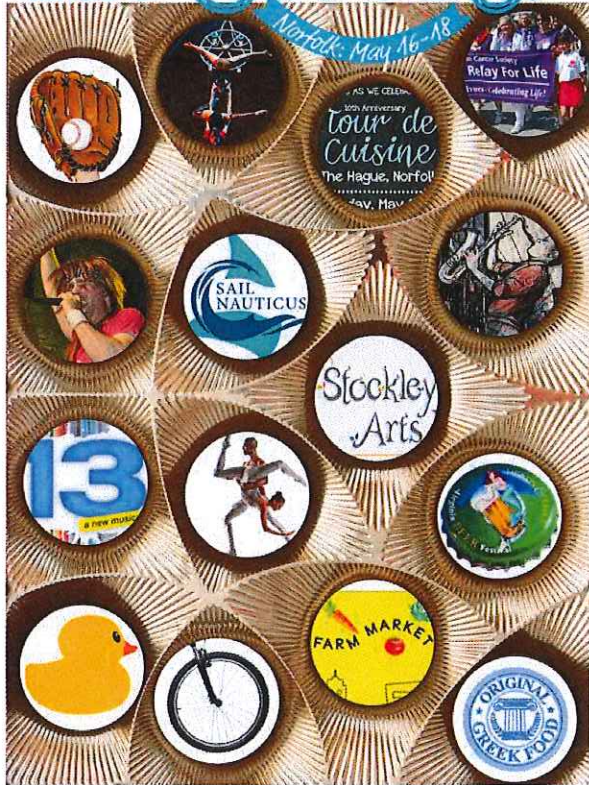
*Please share our sincere thanks and positive feedback with your staff. I've always enjoyed finishing a set of plans and walking it down to the permit office, but it has become much more enjoyable with the new Development Services Center and the excellent and friendly customer service that the City of Norfolk staff are providing!*



**One Sweet Weekend:** Norfolk is hosting nearly a dozen events this weekend. So, we came up with a catchy and sweet way to promote them all. Enjoy!!

So many events to pick—so little time!

*It's Sweet!*



Just click an icon for the event description



[<click here for a pop-up map](#)

Have a great weekend.